

2011 Military Health System Conference

Operational Aspects of the New Contract and Transition Lessons Learned

The Quadruple Aim: Working Together, Achieving Success

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Heidelberg MEDDAC, Heidelberg, Germany

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Session Objective



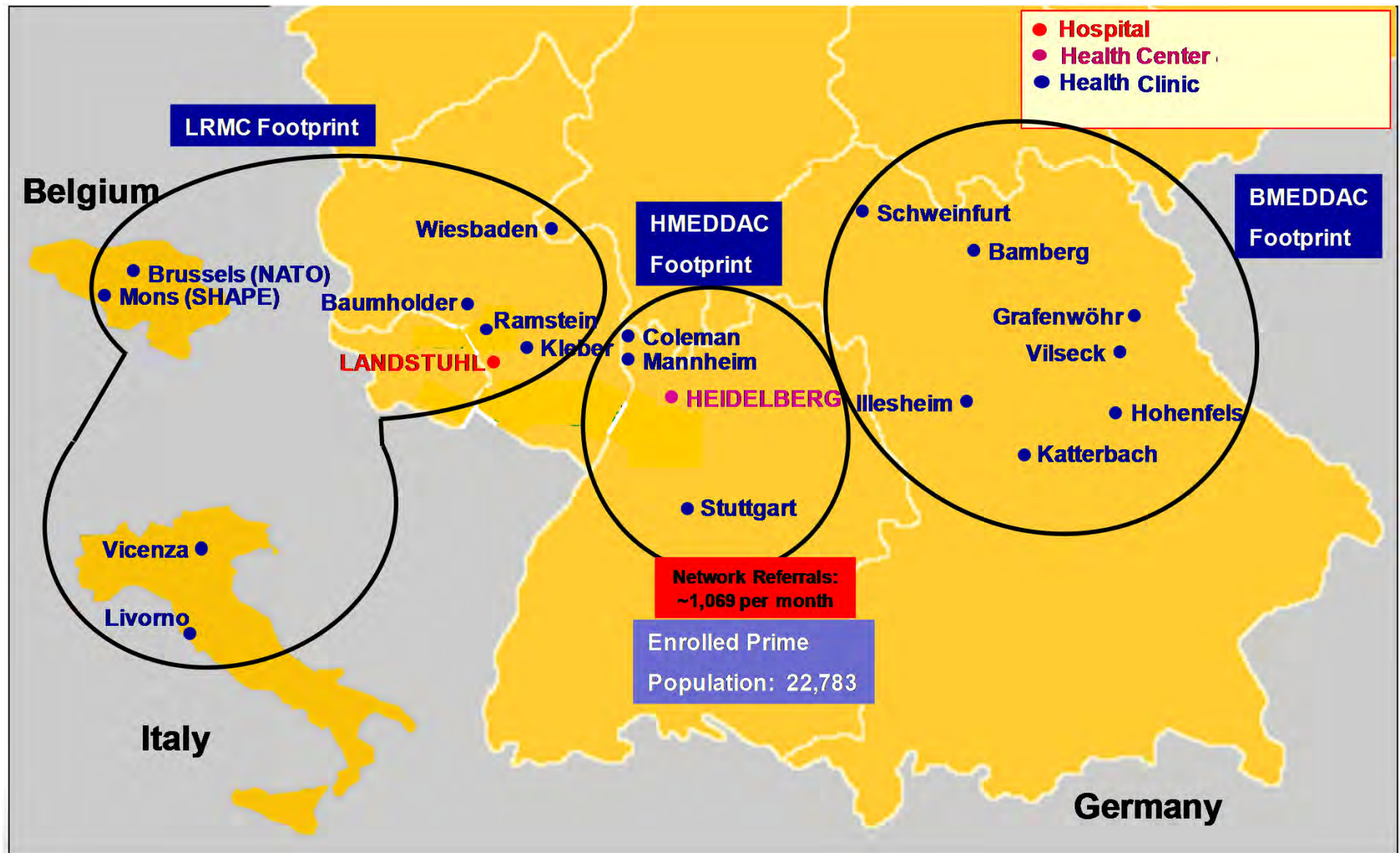
Describe major challenges and successes of the contract startup and delivery.

Agenda



- HMEDDAC Background
- Referral Process
- Referral Automation System
- Operational Successes

ERMC MTF Footprints



TSC Staffing - HMEDDAC



- TRICARE Service Center Staff
 - Heidelberg:
 - 2 BCACs/DCAOs
 - 3 Health Care Finders (full time)
 - Mannheim:
 - 1 BCAC/DCAO
 - 1 Health Care Finder (full time), 1 part time
 - Stuttgart:
 - 2 BCACs/DCAOs
 - 2 Health Care Finders (full time) and 2 part time

Referral Data Prior to Contract Start



HN ANNUAL REFERRAL DATA: 28 AUG 09 – 27 AUG 10

MTF	Referrals	% of Total Referrals
Heidelberg	3,534	31%
Mannheim/Coleman	1,027	9%
Stuttgart	6,840	60%
Heidelberg Total	11,401	100%

International-SOS staffed its operation center based on the estimated # of referrals provided by the contract. The estimated # provided for referrals in the European theater was **18,000** **(annually), or 50 (daily)**

Referral Data After Contract Start



HN REFERRAL DATA FOR THE PERIOD 1 SEP 10 – 20 OCT 10:

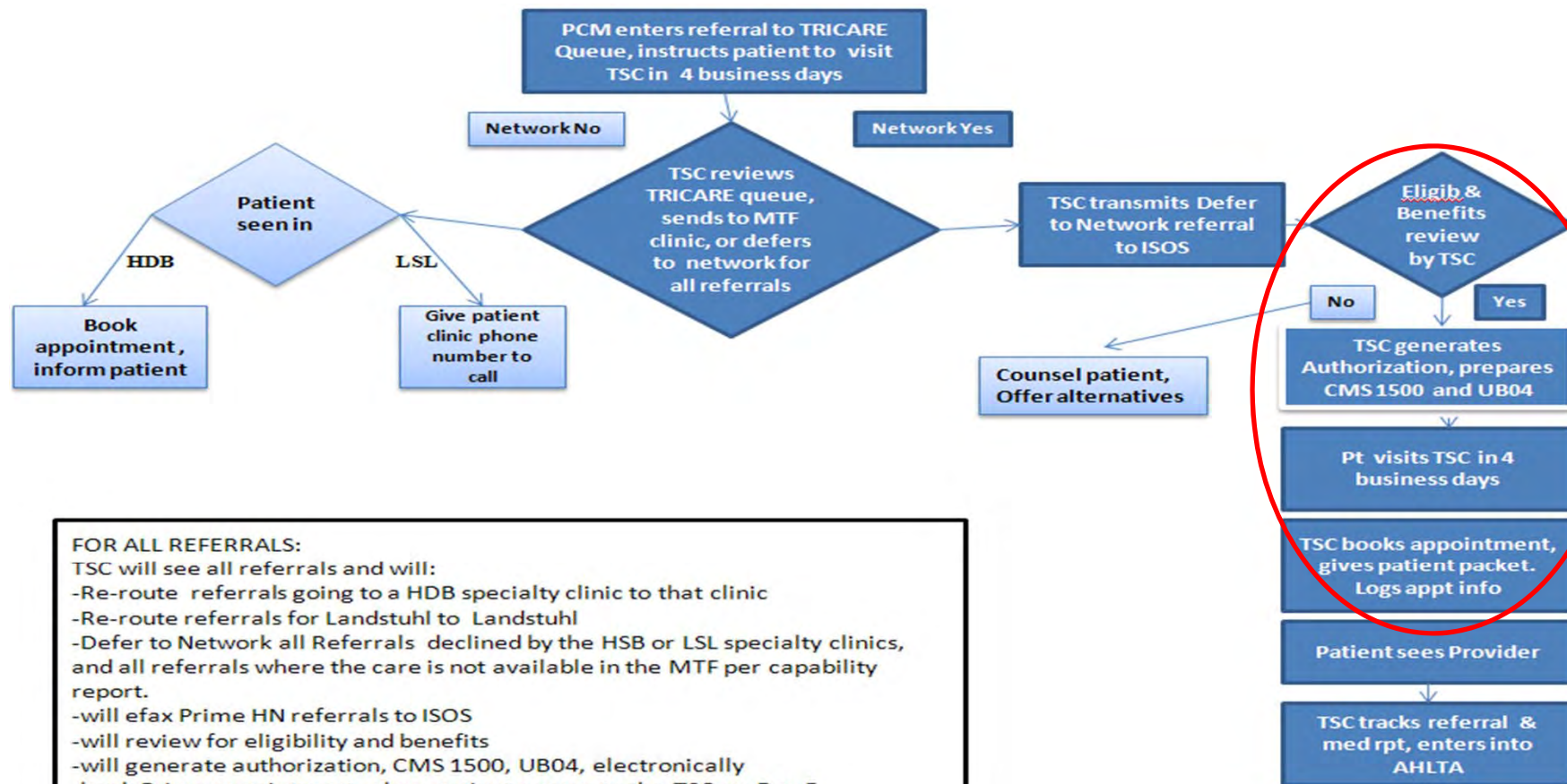
Clinic	# Referrals to Network	# Referrals Authorized	# Referrals Pending Auth
Heidelberg	526	203	323 (61%)
Mannheim	129	83	46 (36%)
Stuttgart	997	214	783 (79%)
HMEDDAC Total	1,652	500	1,152 (70%)

Limitations to a Quick Recovery



- Landstuhl Regional Medical Center only
US Level 4 facility in Europe
- Preferred Provider Network administered
by International-SOS
- German Health Clinics are closed on
Wednesday and Friday afternoons
- 72 hour referral processing time
- Resumed responsibility for Claims and
Authorization Forms

Referral Process



Staffing Actions



- TSC Operations Adjustments:
 - TSC Reviews TRICARE Queue
 - *1 .5 FTEs dedicated to the review of referrals and RAR* report generation between 0730 and 1200*
 - Adjusted Hours of Operation to Mirror HN Providers
 - *TSC closed Wednesday and Friday afternoons in order to focus on backlog*

*RAR = Referrals and Authorization Report

Staffing Actions



- TSC Operations Adjustments:
 - BCACs and Health Care Finders committed to Customer Service
 - *All Hands on Deck*
 - Developed response plan for unsatisfied customers
 - *Everyone leaves the TSC with a clear understanding of their referral status*

Staffing Actions



- TSC Operations Adjustments:
 - ERMCC Care Call Center booked all referrals to the MHS
 - Reduced TSC Staff's Workload
 - Developed automated system for I-SOS authorization & CMS claims forms
 - Reduced processing times by 30 minutes
 - Available region-wide

Automated Forms



Demonstration

Referral Data After Contract Start



HN REFERRALS FOR THE PERIOD 1 SEP 10 – 20 OCT 10:

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Heidelberg	526	203	323 (61%)
Mannheim	129	83	46 (36%)
Stuttgart	997	214	783 (79%)
HMEDDAC Total	1,652	500	1,152 (70%)

Referral Data After Contract Start



HN REFERRALS FOR THE PERIOD 1 SEP 10 – 17 DEC 10:

Clinic	# Referrals to Network	# Referrals Authorized	# Referrals Pending Auth
Heidelberg	982	982	0 (0%)
Mannheim	392	392	0 (0%)
Stuttgart	1,738	1,738	0 (0%)
HMEDDAC Total	3,112	3,112	0 (0%)

Successes



- Backlog Complete
- Staff Satisfaction
- Patient Satisfaction
- Automated System Disseminated throughout ERMCC
- BCAC of the Year

Questions?



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